Comfort Protection Plan Terms & Conditions

Welcome to Reliance Home Comfort. We are committed to providing you with exceptional service. Please read the following Terms & Conditions carefully. They provide important information about the coverage, exclusions, and limitations of your Plan, as well as the costs of your Plan.

1. Coverage

a. Comfort Heating Protection Plan:
   - Covers the diagnosis and repair, replacement or adjustment, as we may choose, of: Thermostat (other than non-programmable thermostats); Fan Motor(s); Capacitor; Flame Spreader; Thermostat (for water heating units); WRs (Water Restrictors); Cut-off valves, circulating pumps, zone valves, Wi-Fi enabled thermostats and heat pumps.

b. Comfort Cooling Protection Plan:
   - Covers the diagnosis, replacement or adjustment, as we may choose, of: High-efficiency air filters and air-conditioning filters; Air conditioning thermostat (not programmable); Condensate pump; Furnace heat exchanger; circuit fuses; and any other component of the heat-pump or air-conditioning system that fails due to normal wear and tear.

2. Exclusions

a. Comfort Heating Protection Plan:
   - Heating and air conditioning system components.

b. Comfort Cooling Protection Plan:
   - Heating and air conditioning system components.

3. Conditions

a. Comfort Heating Protection Plan:
   - The Plan services are provided for your personal use.
   - You agree that we will not notify you in advance
   - The Plan is non-transferable
   - You are responsible for maintenance of the Plan and all agreements.

b. Comfort Cooling Protection Plan:
   - The Plan is non-transferable
   - You are responsible for maintenance of the Plan and all agreements.

4. Payment

a. Comfort Heating Protection Plan:
   - The monthly plan payment is due on the 15th of each month.
   - The minimum payment is the amount of the previous month's bill.
   - The maximum payment is the amount of the previous month's bill plus 10%.
   - If the payment is not received by the due date, a late fee will be charged.

b. Comfort Cooling Protection Plan:
   - The monthly plan payment is due on the 15th of each month.
   - The minimum payment is the amount of the previous month's bill.
   - The maximum payment is the amount of the previous month's bill plus 10%.
   - If the payment is not received by the due date, a late fee will be charged.

5. Cancellation

a. Comfort Heating Protection Plan:
   - You may cancel the Plan at any time by providing written notice of cancellation.
   - All payments will be refunded if you cancel before the plan is in effect.
   - After the plan is in effect, you will be responsible for any remaining payments.

b. Comfort Cooling Protection Plan:
   - You may cancel the Plan at any time by providing written notice of cancellation.
   - All payments will be refunded if you cancel before the plan is in effect.
   - After the plan is in effect, you will be responsible for any remaining payments.

6. Limitations

a. Comfort Heating Protection Plan:
   - The Plan does not cover replacement or repair of parts.
   - The Plan does not cover any additional costs or fees.
   - The Plan does not cover any non-thermostatically controlled systems.

b. Comfort Cooling Protection Plan:
   - The Plan does not cover replacement or repair of parts.
   - The Plan does not cover any additional costs or fees.
   - The Plan does not cover any non-thermostatically controlled systems.

7. Limitations

a. Comfort Heating Protection Plan:
   - The Plan does not cover replacement or repair of parts.
   - The Plan does not cover any additional costs or fees.
   - The Plan does not cover any non-thermostatically controlled systems.

b. Comfort Cooling Protection Plan:
   - The Plan does not cover replacement or repair of parts.
   - The Plan does not cover any additional costs or fees.
   - The Plan does not cover any non-thermostatically controlled systems.